HP LaserJet Printer Family - 13.x Paper Jams, Troubleshooting, and Definitions

In this document:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Introduction</td>
</tr>
<tr>
<td></td>
<td>Interpreting the event log</td>
</tr>
<tr>
<td></td>
<td>Clearing jams from the HP Print to Mail accessory</td>
</tr>
<tr>
<td></td>
<td>Jam recovery for the HP Print to Mail accessory</td>
</tr>
</tbody>
</table>

**Introduction**

This document contains information about 13.xx paper jam error messages, as well as other control panel messages. This information relates to the HP LaserJet 4000, 4050 and 4100 printers, and the HP Print to Mail accessory. Below are the topics covered in this document:

- explains how to display and interpret the event log
- lists error messages and recommended solutions
- explains how to clear paper jams

**Interpreting the event log**

When the message PAPER JAM IN OUTPUT DEVICE appears on the printer control panel display, check the printer event log for information about the location of the jam.

**NOTE:** There is continuous communication (jam recovery support) between the accessory and the HP LaserJet 4050 printer. However, there is limited jam recovery support when using the HP LaserJet 4000 printer with the accessory.

**To show the event log**

1. Press MENU until INFORMATION MENU appears on the display.
2. Press ITEM until SHOW EVENT LOG appears on the display.
3. Press SELECT and then press GO.
The following table lists the 13.x error messages and provides possible solutions to clear paper jams.

<table>
<thead>
<tr>
<th>HP LaserJet 4000, 4050 and 4100 printers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Control Panel Message</strong></td>
</tr>
<tr>
<td>13.xx Paper Jam</td>
</tr>
<tr>
<td>13.1 PAPER JAM OR 13.2 PAPER JAM</td>
</tr>
<tr>
<td>13.5 PAPER JAM</td>
</tr>
<tr>
<td>----------------</td>
</tr>
<tr>
<td>OR 13.6 PAPER JAM</td>
</tr>
<tr>
<td>13.10 PAPER JAM</td>
</tr>
<tr>
<td>13.21 PAPER JAM</td>
</tr>
</tbody>
</table>

**HP Print to Mail accessory**

<table>
<thead>
<tr>
<th>Control Panel Message</th>
<th>Explanation</th>
<th>Recommended Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.01</td>
<td>Paper in input during startup. The accessory is not running. During an internal test at startup, a page was found at the accessory input. The print job has not run and there should not be a jam in the printer.</td>
<td>1. Remove the page. 2. Clear the paper path in the accessory. 3. Make sure that the accessory power switch is set to the on position. 4. Reset the accessory.</td>
</tr>
</tbody>
</table>
| 66.xx.yy | The accessory is not running. | 1. Clear the jam in the accessory, or reconnect the accessory power cable and accessory interface cable (C-Link), checking for damaged or bent pins.  
2. Reset the accessory.  
3. Turn the printer off and then back on (your print job will be lost). |
| --- | --- | --- |
| -- | The paper at input is too long. The print job was in process. A jam is likely to be located at the accessory input. | 1. Clear the jam in the accessory.  
for more information. If there is also a jam in the printer, clear the printer.  
2. Reset the accessory. |
| -- | The paper did not exit. The print job was in process. A jam is likely to be located inside the accessory. | 1. Clear the jam in the accessory.  
If there is also a jam in the printer, clear the printer.  
2. Reset the accessory. |

## Clearing jams from the Print to Mail accessory

1. Press the power switch to standby.

   **Step 1: Setting the accessory to standby**

   ![Power Switch](image)

   **NOTE:** Do not turn off power to the printer. All print job information will be lost.

2. Press the thumb tabs to remove the upper fold-chute. Do not attempt to open the top cover until the upper fold-chute is removed.
Step 2: Remove the upper fold-chute

3. Open the top cover of the accessory.
4. Remove the output bin.
5. Press the thumb tabs to remove the lower fold-chute.

Steps 3 to 5: Open the top cover and remove the attachments

6. Locate the jam-clearing knob at the end of the upper roller and rotate the knob in either direction with one hand while pulling the jammed media out with the other hand, if necessary.

Step 6: Rotate the jam-clearing knob

NOTE: Avoid ripping media (paper) from the accessory. Rotate the knob in the direction of least resistance.

7. Close the top cover.
8. Check the fold-chutes to make sure that they are clear of media and that the correct settings are still in place.
9. Replace both fold-chutes and the output bin.
10. Press the power switch of the accessory to the on position.

NOTE: Depending on the nature of the accessory jam, the printer might stop immediately. If it does, a jam condition might have occurred in the printer. The paper path jam in the printer must also be cleared before operation can resume.
Resetting the accessory

After clearing a jam, reset the accessory using one of the three methods below:

- Remove and reinstall the upper fold-chute.
- Remove and reinstall the output bin.
- Set the accessory power switch to standby, and then back to the on position.

Jam recovery for the Print to Mail accessory

After a jam is cleared, when jam recovery is enabled the printer reprints pages that might have jammed. Check the output to see which pages should be reprinted. When printing certain items (such as checks), disable jam recovery to prevent reprinting.

To disable jam recovery

1. Press MENU until CONFIGURATION MENU appears on the printer control panel display.
2. Press ITEM until JAM RECOVERY appears on the display.
3. Press VALUE until JAM RECOVERY = OFF appears on the display.
4. Press SELECT and then press GO.